

Supervisor Molina Brings More Parks to Urban Areas

On April 30, Supervisor Gloria Molina celebrated the creation of more parks in two of the First District's most densely populated areas: Cudahy and East Los Angeles.

The morning began with the official dedication of Clara Street Park in Cudahy, where Supervisor Molina joined First 5 LA Executive Director Evelyn Martinez, city dignitaries, local residents, and the Cudahy's youth co-ed soccer team to mark the completion of the 3.35 acre park. The park includes the city's first youth soccer field, as well as two basketball courts, a playground area, barbeque pits, picnic shelters, a restroom facility, pedestrian paths, trees, landscaping, and decorative fencing. Clara Street Park also comes complete with a playground funded by First 5 LA and built by youth from the Los Angeles Conservation Corps.



Supervisor Molina joins Cudahy residents as a member of the city's youth co-ed soccer team kicks-off the Clara Street Park dedication.

"Today, the fruit of our labor has become a beautiful reality for children and families in this heavily urban community," Supervisor Molina said. "Our children need a place to play that is safe and rejuvenating—and in communities like Cudahy, public parks take the place of private backyards. So parks are precious resources in this neighborhood and I am proud to have contributed to this effort."

The total cost for Clara Street Park was \$5.2 million. Of this, Supervisor Molina secured \$2.7 million in Proposition A funds and an additional \$320,000 specifically to connect the park to the Los Angeles River via access paths.

Immediately after the festivities in Cudahy, Supervisor Molina headed to Saybrook Park in East Los Angeles where she was joined by First 5 LA Executive Director Evelyn Martinez residents, youth from the Los Angeles Conservation Corps, and members of the Saybrook Park youth softball team (who kicked off their season that day) to dedicate the park's new playground, computer center, and "Casa de Cultura" arts center. The project's cost totaled approximately \$500,000. The playground project alone cost \$50,000.

Built by youth from the Los Angeles Conservation Corps, the playground is the last in a series of 19 similar structures built throughout Southeast Los Angeles County thanks to a grant from First 5 LA. The playground is designed for children under the age of five and includes climbing structures, swings, and spring riders. Play areas are covered with colorful

poured-in-place rubber surfacing and feature benches, drinking fountains, and shaded picnic areas.



Supervisor Molina admires artwork situated in Saybrook Park's "Casa de Cultura" arts center.

"I am always so pleased when Los Angeles County and First 5 LA can leverage each other's resources to bring new facilities and amenities to the community," Supervisor Molina said. "East L.A. is the fifth most densely-populated area in the entire nation. Many families live here and most East L.A. residents are young. So I could not be prouder to present the community with a new park for families and a new playground for the children."

HIGHLIGHTS

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EVENT CALENDAR

Ford Amphitheatre

2580 Cahuenga Blvd. East, Hollywood 90068

(323) GO-1 FORD (323)461-4673

www.fordamphitheatre.org

LPS = Latino Play Reading Series

May 28 - Funny White Chicks

JUNE

2-5 - A Long Bridge Over Deep Water

4- LPS: A Southern Christmas by Guillermo Reyes

9-12 - A Long Bridge Over Deep Water

11 - LPS: The Tropic of X by Caridad Svich

16 - Slideshow Tour of Southern California

18 - LPS: Juanita's Statue by Anne Garcia-Romero

24 - Brazilian Guitar Quartet

25 - LPS: Havana Bourgeois by Carlos Lacamara

26 - Brazilian Summer Fest

Los Angeles County Arboretum & Botanic Garden

301 N. Baldwin Avenue, Arcadia 91007

For a list of seminars, workshops and classes, please visit www.arboretum.org or call (626) 821-4623

Music Center

135 N. Grand Ave., Los Angeles 90012

(213) 972-7211

www.musiccenter.org

Dorothy Chandler Pavilion

May 28-June 15 - Falstaff (Verdi)

May 29-June 19 - Der Rosenkavalier (Strauss)

Mark Taper Forum

May 25 - July 17 - "Stuff Happens"

Walt Disney Concert Hall

151 S. Grand Ave., Los Angeles 90012

May 26 - LA Phil: John Adams - The Dharma at Big Sur

May 27 - LA Phil: Daphnis and Chloe

May 28 - LA Phil: John Adams - The Dharma at Big Sur

May 29 - LA Phil: John Adams

May 31 - Music Center Speaker Series: Daniel Libeskind

June 9 - LA Phil: Cleveland Orchestra

June 16-17 - Rachmaninoff International Piano Competition Final

June 18 - Rachmaninoff Int. Piano Competition Awards Ceremony & Closing Concert

Natural History Museum of Los Angeles County

900 Exposition Blvd., Los Angeles

(213) 763-3466

www.nhm.org

Through May 30 - Charles R. Knight: Bringing Fossils to Life

Through January 2006 - Collapse?

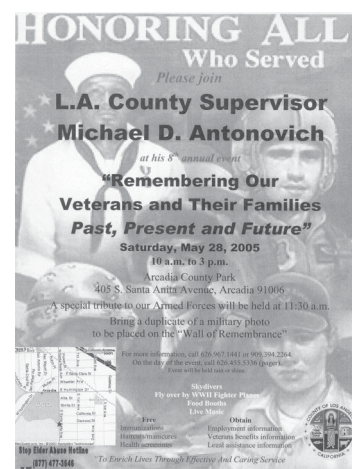
Consumer Affairs Wins Mediation Award for Outstanding Case

The Board of Supervisors presented the Department of Consumer Affairs with the Outstanding Case of the Year Award. Pastor Herrera, Jr., Director of Consumer Affairs said, "The Department is proud to be recognized for the valuable work our Dispute Settlement Service performs for the residents of the County of Los Angeles."

The award winning case resolved a bitter dispute between a dentist and his patient. The patient alleged that her dentist performed 11 root canals and she suffered severe allergic reactions to the dental materials used. Her allergic reactions ranged from having a swollen face, overall aches and pains in her body, discoloration of skin and excessive hair lost. She also alleged that unnecessary root canals were performed. Further, she suspects that the dentist damaged

CONSUMER AFFAIRS

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County DIGEST

Articles and other submissions to the *County DIGEST* may be edited or otherwise altered for clarity.

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Employee of the Month: Department of Parks and Recreation's **John P. Wehrly**

John P. Wehrly began his County career with the Department of Parks and Recreation as a plumber's helper almost 34 years ago. He completed a three-year plumbing apprenticeship and promoted over the years to his current position of Safety Officer II. He is currently responsible for managing the Department's worker's compensation program, insuring injured employees receive prompt and effective medical treatment, salary continuation benefits, short and long term disability benefits, early return-to-work program, vocational rehabilitation training, disability benefits and disability retirement benefits.



As a long standing Parks and Recreation employee who has worked in the field as a Plumber, Construction Project Coordinator, and Safety Officer, Wehrly says "I have hands-on knowledge of just how difficult it is for our dedicated staff to provide the wide range of recreational programs to the communities we serve and also to effectively maintain the multitude of facilities we operate."

Since September 1999, when Wehrly became manager of the Department's Safety Office, he has been regarded as one of the most, and perhaps the most aggressive and proactive Safety Officers in the County. Before joining the Human Resources Division, as a plumber in the Crafts Division of the South Agency, he helped the Department save approximately \$1 million in water bills.

Several months ago, Wehrly went beyond the call of duty when he discovered that many vendors and contractors had not been held liable in public accident claims related to their contracts. He began subrogating many industrial and non-industrial injury claims. So far, he has saved the Department about \$3 million.

Wehrly has also tackled public issues. In 2002, when public playground safety became a major issue, he coordinated inspections and required certifications of playgrounds, facilities, and infrastructure to identify potential health and safety issues, and completed an inventory for every County park playground. Wehrly even became certified as a Playground Safety Inspector through the National Playground Safety Institute to better understand what needed to be done.

"To Enrich Lives Through Effective And Caring Service"

Wehrly coordinated and led many safety classes for training the Department's supervisors on risk management and loss control issues. He also participated in "Nuts and Bolts" employee training for line staff discussing frequently used and misused administrative procedures. The most fulfilling aspect of his job has been performing staff safety training. "I really enjoy teaching and I have a genuine affection for fellow employees," Wehrly said.

Some of his fondest memories involve service to employees as the President of the Department's Employee Recreation Council (ERC), a position he has held for the past 13 years. The Council's mission is to foster good employee morale and motivate the workforce by establishing a supportive and exciting environment through appropriate recreational opportunities for employees and their families.

Privately, Wehrly serves as an executive board member of the Plumbers Local 78 Los Angeles. He also has experience as a City Commissioner and vice chair of the Blue Ribbon Ad-Hoc Committee for the City of Norwalk from 1992-1994, and served on the Board of Directors for the Promenade Villas Homeowners Association in Santa Fe Springs from 1996-1999. He is happily married to wife, Claudia and together they have five children.

John P. Wehrly has set a very high standard of personal and professional achievement and we commend him for the many contributions he has made to the County of Los Angeles.

RETIREES

Congratulations to the following employees who are joining the ranks of the retired after 30 or more years of service to the people of the County of Los Angeles:

ASSESSOR: Albert F. Kolta, Mary E. Leeper, James C. Mullins III, Rochelle E. Thomas

AUDITOR-CONTROLLER: Elsa Y. Tang

CHIEF ADMINISTRATIVE OFFICE: Raquel Pena, Patricia F. Radder

CHILD SUPPORT SERVICES: Judy Oliver, Marie Washington

COMMUNITY & SENIOR SERVICES: Apolonio Dalnay, Ella Harmon, Paulette Randolph, Ray A. Sanchez

COUNTY COUNSEL: Allen R. Jensen

DISTRICT ATTORNEY: Laverne M. Boykin, Paul A. Bronstein, Beverly Campbell, Fred V. Sainz, Cynthia A. Voltz

FIRE: Spike D. Beck, Wayne R. Ibers, Andrew L. Lavigne, James W. Mehl, Dale J. Rankin, Allen D. Saft, Linda F. Seltzer, Michael L. Strokes, Paul S. Thomsen, Robert C. Ward, Roger B. Wilhelm, Edward T. Wood

HEALTH SERVICES: Eula Bell, Eleanor Carrillo, Sandra A. Estrada, Constance B. Franklin-Kei, Joyce B. Green, Melba J. Griffin, Mary H. Hernandez, Thomas A. Hicklin, Karin K. James, George E. Locke, Carmen Lopez, Luz C. Macaraeg, Gerald Matchin, Angelita Medina, Maria D. Melchor, Sarah R. Morales, Simon K. Myint, Adeline T. Nunez, William L. O'Toole, Camille Ortiz-Marroq, Robert Perez, Elba L. Quintana, Victor Robles, Stephen R. Sampley, Ernestine T. Solis, Harold Thomas, Susie T. Ukkestad, Adelaida M. Vinas, Fredricka Williams, John Windhorst

HUMAN RESOURCES/OFFICE OF PUBLIC SAFETY: Arlene Hernandez

INTERNAL SERVICES: Godfrey O. Ellison, Elizabeth Herrera, Helen M. Tena

PROBATION: Christopher J. Brault, Christopher Gould, Brenda L. Harris, Jo E. Simon, Judith E. Torres

PUBLIC SOCIAL SERVICES: Devonnie Fawcett, Clayton Hertz, Jr., Carmen R. James, David Y. Miyashita, Lucille Y. Nicoloso

PUBLIC WORKS: Glenn E. Casey, Cathryn Coburn, Gary Hartley, Madkour S. Mansour, Michael H. Nagao

SHERIFF: Nicholas Berkuta III, Curtiss L. Burnett, John S. Domen, Dirk A. Edmundson, Manuel R. Esquivel, Carolyn J. Harrison, Patricia A. Horvat, Sharonlyn H. Johnson, Wilfred M. Jones, Spaulding L. Mills, Taylor K. Moorehead, Robert Rivas Jr., Dorothy L. Roane, Patricia R. Torres

SUPERIOR COURT: Lillian N. Allen, Estella N. Fuller, Maureen A. Hemler, Diane Ridenour

TREASURER & TAX COLLECTOR: Charles A. Bender, Bella L. Cristobal

Congratulations to the following employees who are joining the ranks of the retired after 25 or more years of service to the people of the County of Los Angeles:

ASSESSOR: Larry Barnes

DISTRICT ATTORNEY: Rose Rand

FIRE: Charles D. Reade, Jeffrey J. Warner, Mark C. Weiss, Ernest O. Mitchell Jr.

HEALTH SERVICES: Eleonor A. Chacon, Emma J. Gibson, Leonora D. Gerodias, Emma L. Lockhart, Sarah J. Patterson, Zdena Pavlova, Barbara J. Pecot, Panna Rawal, Eugene M. Robinson, Margaret Salgado, Agnes A. Todd, Della N. Toniolo, Florina Torres, Nancy V. Trimble, Ferne Williams, Adina Zeidler

INTERNAL SERVICES: Benton Hewitt

MENTAL HEALTH: Young J. Kang

PROBATION: Doris A. Van Norton

PUBLIC LIBRARY: Lillian P. Cotner

PUBLIC SOCIAL SERVICES: Angun Asawesna, An A. Coleman

SHERIFF: Richard H. Blackburn, Jefferey E. Fine, James N. Kaylor, Jay G. Kimball, Frank Konrad, Jon B. Tice, Emili A. Wisneski

SUPERIOR COURT: Carmine Falcone, Julie E. Genter, Mildred H. Hart, Christine M. Olson

Ford Amphitheatre Highlights

This year, Los Angeles' most intimate outdoor venue features special appearances by Cornerstone Theater Company in a musical theatre production with over 60 Los Angeles actors, singers and non-professionals and the local faith-based community (A Long Bridge Over Deep Waters June 2-12), the "Dream Team" of acclaimed



Brazilian guitarists (Brazilian Guitar Quartet June 24), and the Godmother of Samba Beth Carvalho (Brazilian Summer



Fest June 26), who became an "interplanetary singer" when her song Coisinha do Pai, one of her major hits, was programmed by Brazilian engineers at NASA to activate a robot on Mars.

Supervisor Burke Welcomes Delegation of African Women

Supervisor Yvonne B. Burke met with a delegation of 18 women from 13 African countries. Scheduled by the International Visitors Council of Los Angeles (IVCLA), the women were visiting as part of a Leadership and Development Program sponsored by the United States Department of State. They were selected by American embassies overseas as potential leaders in government, politics, media, business, education, science, arts and other key fields. Their purpose: to meet and confer with leaders in their fields in the United States.

They made a specific request to meet with a “powerful African American woman.” IVCLA contacted the Office of Protocol, which immediately put through a call to Supervisor Burke’s office. She agreed to meet with the delegation, and her office worked out a date and time with the Office of Protocol.

When the women arrived, Supervisor Burke (*pictured right*) addressed them on her political career – which has covered



stints as a U.S. Congresswoman and a California Assemblywoman, as well as her current service as Supervisor for the Second District. The

women listened avidly, then asked questions, often through one of four French language translators (*second from right*).

The women (*pictured*) were from Benin, Burkina Faso, Cameroon, Chad, Cote D’Ivoire, Democratic Republic of the Congo, Mali, Mauritania, Niger, Rwanda, Senegal, Togo and Tunisia. Their professions ranged from presidential advisor to judge, lawyer, television producer, technical advisors, director general of a wireless communication company, and even a founder/director of a school of pastry, bakery and hotel management.



Afterwards, Supervisor Burke said, “I’m always pleased to address groups like this. It’s important to create relationships with future leaders, as well as current movers and shakers. I look at this as an important part of my mission with the County.”

Supervisor Yaroslavsky Hails Soka University of America Parkland Purchase

From left to right, attorney Mark Armbruster, Assemblymember Fran Pavley (D-Agoura Hills), Supervisor Zev Yaroslavsky, Soka University of America (Soka) President Dr. Daniel Y. Habuki, Santa Monica Mountains Conservancy Director Joe Edmiston and Soka Vice President for Administration Arnold M. Kawasaki gather in front of



the University’s Central Hall (formerly the main residence of the original King C. Gillette estate) to celebrate the successful \$35 million purchase of Soka’s 588-acre property for

state and federal parkland in the Santa Monica Mountains. Supervisor Yaroslavsky was instrumental in restarting negotiations with Soka officials to purchase the long-coveted property, and helping to put together the complex local, state, federal and private financing package that made it possible.

Supervisor Yaroslavsky Dedicates Santa Monica Courthouse Annex

Supervisor Zev Yaroslavsky, is joined (*from the left*) by Presiding Judge William A. MacLaughlin, Presiding Judge Linda K. Lefkowitz and former Supervising Judge Alan B. Haber (ret.), as he prepares to cut the ribbon to formally



dedicate the Santa Monica Courthouse Annex. Constructed adjacent to the main courthouse at 1725 Main Street in Santa Monica, the new state-of-the-art \$4.4 million two-story complex includes three general civil trial courtrooms and a multi-purpose room that replaces three temporary trailers which formerly occupied the site.

ENRICHING LIVES...

County Approves 8th Round of Special Affordable Housing Program, Crossing \$900 Million Investment and Nearing 6,500th Unit Milestones

“City of Industry Funds” is one of the County’s largest sources for new affordable housing; developers are encouraged to apply for funding in future rounds

Earlier this year, the Board of Supervisors approved an eighth round “City of Industry Funds” program allocation, enabling the program to cross its \$900 million investment milestone. The eight rounds will result in a cumulative 143 projects, over \$125 million in Industry Funds, nearly \$807 million in external funds, and over \$932 million in total investment, which will add 6,453 units to the County’s affordable housing stock.

The Board action is part of the County Community Development Commission’s (CDC) ongoing efforts to increase the supply of affordable housing. The City of Industry Funds originates from “tax increment revenue” generated from that city’s redevelopment areas (the entire city has been designated a redevelopment area). Revitalization leads to an increase in property tax revenue because land within the redevelopment areas incrementally increase in assessed value from a base year assessed value. The incremental increase in assessed value produces an incremental increase in property tax revenue (tax increment revenue), a portion of which is allocated (20 percent, which is standard for redevelopment areas, as mandated by state law) for affordable housing via the City of Industry Funds program. The funds can be used for developments within a 15-mile radius of the City of Industry (*see map*).

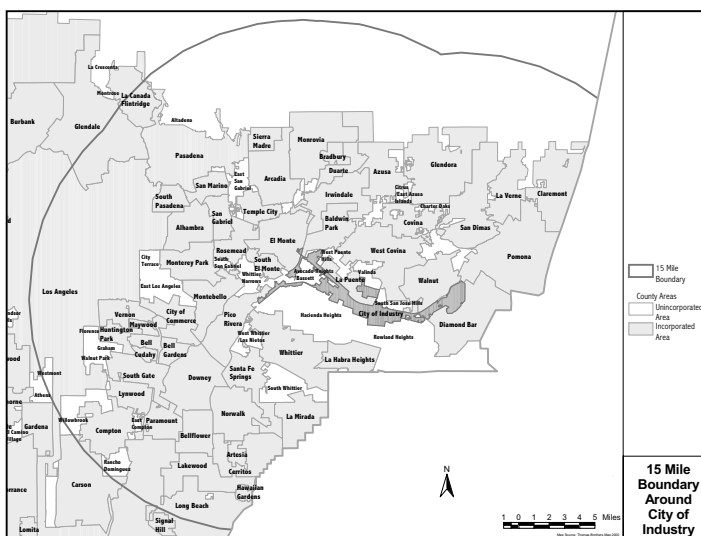
An agreement to distribute the revenue outside the City of Industry was reached because the overwhelmingly industrial city is home to few residents, which made increasing the affordable housing stock within its boundaries less beneficial than expanding the universe out to 15 miles. The Board of Supervisors adopted the unique Industry Funds distribution plan in June of 1998, with the CDC (www.lacdc.org) – which serves as the County’s Housing Authority — administering the program. The Industry Funds program is one of the CDC’s largest funding sources for new affordable housing, and the program is scheduled to extend out through the year 2017.

For its effective management of the Industry Funds Program, the County CDC has received several notable awards, including recognition from the National Association of Housing and Redevelopment Officials (NAHRO), the California State Association of Counties (CSAC), and the Los Angeles County Quality and Productivity Commission. In addition, specific developments funded in part with Industry Funds have received awards for their excellence.

Channa Grace, president and founding partner of O.N.E. Company (Opportunities for Neighborhood Empowerment), a small for-profit developer and CDC partner, said, “The CDC endeavors to work with the community and its partners, and in attempting to do so helps thousands of low-income individuals secure the affordable housing that they need to survive.”

For example, the CDC provided a loan of over a million dollars, from Industry Funds, to O.N.E. Company and W.O.R.K.S. (Women Organizing Resources, Knowledge, and Services), a non-profit corporation, to build the 32-unit Park William Apartments in Pomona, which opened in the summer of 2001. This innovative development includes edible landscaping and community gardens where residents grow their own vegetables, a community room with computers, a library, play areas, and energy-efficient units.

Laura Camberos, a psychology student at Mt. San Antonio College in Walnut, who lives with her parents and younger





County of Los Angeles VISION

Our ***purpose*** is to improve the quality of life in Los Angeles County by providing responsive, efficient and high quality public services that promote the self-sufficiency, well-being and prosperity of individuals, families, businesses and communities.

Our ***philosophy*** of teamwork and collaboration is anchored in our ***shared values***:

- **A can-do attitude** - we approach each challenge believing that, together, a solution can be achieved.
- **Accountability** - we accept responsibility for the decisions we make and the actions we take.
- **Compassion** - we treat those we serve and each other in a kind and caring manner.
- **Commitment** - we always go the extra mile to achieve our mission.
- **Integrity** - we act consistent with our values.
- **Professionalism** - we perform to a high standard of excellence.
- **Respect for diversity** - we value the uniqueness of every individual and their perspective.
- **Responsiveness** - we take the action needed in a timely manner.

Our ***position*** as the premier organization for those working in the public interest is established by:

- a capability to undertake programs that have public value;
- an aspiration to be recognized through our achievements as the model for civic innovation; and a pledge to always work to earn the public trust.

sister at Park William, expressed her family's sentiments by saying, "Living here has been one of the greatest experiences of our lives. We appreciate the site's many features, especially the educational, social, and academic support programs offered daily and available to all residents and neighbors alike. It is a very affordable, friendly, and safe place to live. We love Park William."

The Board of Supervisors approved an eighth round allocation of over \$10 million, which will fund up to nine affordable multi-family rental, senior rental, and special needs housing developments (special needs populations include individuals who are developmentally disabled, mentally ill, domestic violence victims, emancipated foster youth, and HIV/AIDS afflicted). The County's over \$10 million financial contribution to these nine developments is augmented with over \$120 million in external funding, resulting in a total investment of over \$130 million and providing a total of 576 additional housing units.

This eighth round will finance housing units in nine apartment complexes: four multi-family developments, four special needs housing developments, and one senior housing development. The developments are located in the cities of Los Angeles, Bell Gardens, Glendale, and in an unincorporated area near the city of Compton.

Carlos Jackson, executive director of the County CDC, said, "The cumulative charts of housing units built and total dollars invested keep climbing. But that is not to say that this has been easy. The affordable housing challenge requires us to be creative, dedicated, and resourceful. I salute the work of the CDC staff and our partners. We have established a years-long record of exercising our authority effectively and fairly. We will keep this vital partnership alive. We look forward to welcoming even more partners in the next funding round."

Jackson said that a request for proposals (RFP) for an Industry Funds round nine allocation of approximately \$10 million is tentatively scheduled to be released in the fall of 2005. He encouraged developers – both for-profit and non-profit – to apply for this funding. More information can be obtained by contacting Bill Huang, at bill.huang@lacdc.org or you may call him at (323) 890-7270.

Highlights from the Countywide Strategic Survey Project: Part 1

Survey Background

In March of 2003, the Department of Human Resources (DHR) and the Chief Administrative Office (CAO) conducted a Countywide Strategic Survey to help accomplish two of the County's strategic goals, Service Excellence and Workforce Excellence. Over 66,000 permanent County employees were asked to participate in this project. We promised that we would report back to you. This is the first of our two-part report.

All County departments participated in the project, which was designed to (1) look at work life and training needs in the County, (2) identify steps that can be taken to improve the work environment and (3) develop training and other programs that will better equip employees for jobs throughout the County.

We asked employees to complete one of four different surveys: Work Life, Supervisor, Training Needs and Computer Use. The project provided a way for employees to voice their opinions and give feedback on important County issues. Employee participation was voluntary and confidential. Of the 66,794 surveys that were distributed to employees, 21,992 were returned; a very respectable return rate of 33%. The following chart shows the specific number of surveys distributed and returned for each of the four surveys.

Strategic Survey	Distributed	Returned	Response Rate
Work Life	21,455	6,146	29%
Supervisor	5,500	2,340	43%
Training Needs	21,351	4,409	21%
Computer Use	18,488	6,099	33%

In this issue, we are reporting on the Work Life and Supervisor surveys. In next month's issue, we will report on the Training Needs and Computer Use surveys.

Survey Analyses

The Work Life Survey

The Work Life Survey looked at employee beliefs and feelings about the work environment. For the purpose of the survey, the work environment consists of characteristics such as fairness; feedback/recognition; job enrichment; role uncertainty; physical environment; job satisfaction; supervisory support; and organizational support. Employees were asked to respond to statements about the County work environment. There were 21,455 work life surveys

distributed; 6,146 were completed and returned. The information that we received from the surveys helps us to identify strengths in our work environment, as well as opportunities for improvement.

What you said about the work environment

Fairness – 59% of you believe the procedures for making decisions about job assignments, training, recognition, and transfers are fair.

Recognition/Feedback – 60% of you believe your supervisor provides moderate to large amounts of information on how well you're performing your job, as well as recognition for doing good work.

Job Enrichment – 88% of you believe your job provides you with moderate to large amounts of responsibility, accountability and autonomy.

Role Uncertainty – 91% of you believe you receive clear information about your job priorities, responsibilities and expectations.

Physical Environment – 44% of you believe that your work facility is well maintained and comfortable; that you have access to needed work materials and equipment, and that you are safe when entering and leaving your work facility.

What you said about the support you receive

Organizational Support – 45% of you believe your department provides you with assistance, values your contributions, and cares about your well being.

Supervisory Support – 67% of you believe that your supervisor provides you with assistance, values your contributions, and cares about your well being.

What you said about overall job satisfaction

Job Satisfaction – 73% of you are generally happy or content with your job and look forward to being at work.

The Supervisors Survey

The Supervisors Survey asked supervisors and managers to describe the work behavior and performance of a random sample of employees and to compare the performance to other employees' performance who do similar work. They were also asked to indicate whether training in 13 specific areas would improve the employees' performance in their current jobs and/or prepare them for the next level. Fifty-five hundred (5,500) surveys were distributed to supervisors, who were asked to rate the performance of one to three of their employees who completed the Work Life Survey. Approximately 2,340 surveys were returned, a response rate of about 43%.

What supervisors told us about employee performance

Supervisors' ratings of employees' overall performance indicated that approximately 50% of County employees are performing at a very strong or exceptional level, 29% at the strong level, and 21% are in the marginal to fair range.

What supervisors told us about employee training needs

The supervisors' responses suggested that performance would improve if employees were to receive training in one or more of the 13 training areas identified on the survey. In addition, the responses from the supervisors' confirmed the areas of training that were identified in the Training Needs Survey. We will discuss that survey in the next issue.

Survey Results

What Your Responses Tell Us

A study of the responses to the Work Life Survey and the Supervisors Survey shows there is a relationship between how you feel about the work environment and how you feel about supervisory and organizational support. The better you feel about the work environment the better you feel about the support you receive from your supervisor and your department. The opposite is also true. The worse you feel about the work environment, the worse you feel about the support you receive.

Supervisory support plays an important role in job performance. The better you feel about the support you receive from your supervisor, the better the work performance. The importance of supervisory support, as well as organizational support, also shows up in overall job satisfaction. The better you feel about the support you receive from your supervisor and your department, the more satisfied you are with your job. Not so surprisingly, there is a relationship between your job satisfaction and your commitment to the County. The more satisfied you are with your job, the stronger your commitment is to the County.

What We Can Do To Improve or Support Work Life and Performance in the County

We are already exploring the development of four programs designed specifically to improve and support work life and performance in the County of Los Angeles. They include:

- 1) An ongoing employee feedback survey designed to determine whether supervisors and managers are demonstrating important Countywide strategic values, and supervisory and management practices that support the work environment and successful performance.
- 2) A new performance evaluation system that will assure ongoing communication between supervisors and their staff; define specific work behaviors; and align performance with County and/or department goals.
- 3) Supervisory and management training programs that will support and encourage efforts to make sure the processes for making decisions are fair.
- 4) Help from DHR for department managers who wish to develop action plans to address areas of improvement identified in the Work Life Survey. Some departments have already begun using the survey information to make changes in their own organizations.

The survey highlights presented here provide a glance at the valuable information collected on the performance environment in the County of Los Angeles. In the next issue we will talk about your training needs and computer literacy.

2004 Emergency Management Council Award of Excellence

David E. Janssen, CAO (*right*), and Sheriff Leroy Baca (*left*) presented the 2004 Emergency Management Council (EMC) Award of Excellence to Lieutenant Karen Green, from the Sheriff's Department and CAO's Office of Security Management, during the February 17 EMC meeting.



Lieutenant Green was honored for her exemplary performance in the development and implementation of the "Badge Protection Legislation, Assembly Bill 1153." This legislation helps to protect statewide official governmental badges and identification cards from illegal manufacture, sale, possession and impersonation. The EMC commended her for her dedication and significant contributions to emergency preparedness and to the County's state of readiness.

The EMC's mission is to oversee the preparedness activities of County departments and to ensure that departments work cooperatively and with the same goals in preparing for and responding to a disaster.

Previous EMC award winners included Deputy Robert J. Browning, Sheriff's Department, as the 2003 award recipient; Dr. John Celentano, Department of Health Services; Battalion Chief Ron Watson, Fire Department; and Battalion Chief Jeffrey Marcus, L. A. City Fire Department, as the 2002 award recipients; and Bob Gillis, Internal Services Department, as the 2001 award recipient.

Supervisor Antonovich Recognizes Sheriff's Air Rescue 5 Team

At the Board of Supervisors meeting on April 5, Supervisor Michael D. Antonovich welcomed 21 members of the Sheriff's Air Rescue 5 program, which was recently honored with the 2004 Igor I. Sikorsky Award for Humanitarian Service.

"In recognition of five decades of life-saving rescues, successful searches, evacuations of lost persons, countless law enforcement missions, and an impeccable safety record, we salute the Sheriff's Air Rescue 5 program," Supervisor Antonovich said.



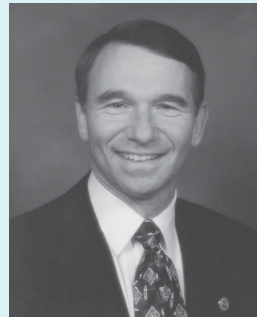
*Supervisor Antonovich
presents scroll to
Lynn Riley,
Registered Nurse.*

Since 1955, the Sheriff's Air Rescue program has provided life saving services to the citizens of Los Angeles County, boasting a zero mishap rate safety record for more than 44 years. This record is remarkable in light of the potential dangers associated with helicopter rescues, but also considering the extreme risks that may be associated with mountain searches and law enforcement missions.

The Air Rescue 5 program embodies Los Angeles County's commitment to the safety and well-being of its citizens, and demonstrates the use of rotorcraft in outstanding public safety services. Whether a technical rescue in the rugged San Gabriel Mountains, a swift water rescue in a raging flood control channel, or medical transport from Santa Catalina Island, the members of Air Rescue 5 proudly stand behind their motto, "Any mission. Anytime. Anywhere."

Sponsored by Sikorsky Aircraft in honor of its founder, the Humanitarian Service award is presented to individuals who best demonstrate the value of civil rotorcraft to society by saving lives, protecting property, and aiding those in distress.

Assessor Honored by Los Angeles County Bar



Assessor Rick Auerbach received the 2005 Award for Excellence by a Government Official from the Los Angeles County Bar Association Tax Section. The legal profession honored his innovative use of technology and public service programs to benefit professionals and property owners alike.

Some 300 people attended the Bar's recent awards luncheon ceremony at the Los Angeles Marriott Downtown, a record turnout for a Tax Section event, said Tax Section Chairman Christopher J. Matarese, of Ajalat, Polley & Ayoob, who presented the award.

"Rick Auerbach is widely recognized by taxpayers, property tax professionals and his peers as one of the best Assessors ever to serve this County," Matarese told the gathering. "He possesses a rare combination of extensive experience and genuine concern for finding the right answer, not the answer that creates the most revenue."

State Board of Equalization Chairman John Chiang, whose agency audits assessor departments, also presented Auerbach with a resolution recognizing his accomplishments. Similar resolutions were presented from Supervisor Don Knabe and State Board Member Claude Parrish.

Auerbach has a 35-year background as appraiser and manager in the Assessor's Department and was appointed to the top post by the Board of Supervisors in 2000 to succeed retiring Assessor Kenneth Hahn. He has since been elected twice to office and will become President of the California Assessors' Association next year.

Hallmarks of Auerbach's first two terms include expansion of the Department's Internet Web site, including downloading of forms; an increase in public service training for employees; creation of citizen advisory committees, elimination of backlogs; and providing information about the property tax system through VHS/ DVD formats and other multi-language materials.

CONSUMER AFFAIRS
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healthy roots by overheating them. She fears this would eventually require more root canal procedures. Subsequently, the patient had several teeth removed due to her severe allergic reaction. The total dental bill was over \$70,000.



Pastor Herrera, Jr., Director of Consumer Affairs (left) presents a scroll to Julie Renner, the mediator of the case pictured with her husband John.

The dentist, however, claimed that the patient came to him with unhealthy roots. He said that she notified him of her allergy to metal materials and the material he used did not contain metal. He claimed he had no way of knowing she would be allergic to the substitute material. After he treated her, he said that the patient went to another dentist to have her teeth removed, against her endodontist's advice. The dentist stated that her teeth did not need to be removed and the problem could have been corrected.

The patient came to Consumer Affairs' mediation program after several attorneys would not take her case.

This dispute is unique because if mediation was unsuccessful, the patient may not have been able to successfully dispute it in court due to statute of limitations. The dentist was aware of this fact though he told the Consumer Affairs mediator that he did not want to win on a technicality and while he did not feel he was liable, he wanted to mediate as a demonstration of goodwill. They settled for an undisclosed sum. Both parties are happy that Consumer Affairs was able to resolve the case. The patient said she received the settlement as promised, and now she is a strong advocate for mediation.

The Department of Consumer Affairs, Dispute Settlement Service offers free mediation services to Los Angeles County residents. For more information, please call (213) 974-0825. Consumers may also visit the Consumer Affairs Web site at <http://consumer-affairs.co.la.ca.us>.

Supervisor Antonovich Supports Boys and Girls Club of the Foothills

On February 5, Supervisor Michael D. Antonovich attended the 11th annual "For the Love of Youth" dinner and auction held at the Monrovia Historical Museum. The event, sponsored by the Boys and Girls Club of the Foothills, reached a total net profit of \$118,000, which will be used to support the Club's mission – to provide a positive place for youth of all backgrounds to develop character, leadership and achieve their full potential as individuals.

"Children are not the future, they are today," Supervisor Antonovich said. "If we don't meet their needs today, they will have no future. Our children need a support system to keep them on a productive path, and the Boys and Girls Club of the Foothills provides vital programs for the youth of Los Angeles County."



Supervisor Antonovich was joined at the event by Mike Scioscia, (pictured) Manager of the Los Angeles Angels of Anaheim, who raised \$45,600 on the first live auction item and also gave remarks as a guest speaker. Longtime activists Jules and Betty Sanford were awarded the "Mary Wilcox Youth Advocacy and Community Leadership Award" for their dedicated service to the community.

The Boys and Girls Club of the Foothills relies on the generous donations of the community it serves, as well as government and private grants, to meet annual budget needs and provide quality service to its clients. The Club recently implemented an after-school program at Mayflower Elementary School in Monrovia after it lost its government funding. More than 100 students are enrolled in the program that features sports and craft activities, as well as tutoring and homework assistance.

To lend your support to the Boys and Girls Club in your area, please log on to the Boys and Girls Club of America homepage at www.bgca.org.

Share It



Summer Beach Bus Services Start Soon!

Summer is nearly here and it will soon be time for our kids and family members to gather their beach gear and head to the shore! Public Works is making that trip easier for everyone living in several unincorporated areas. Welcome to the residents of East Los Angeles for our new route to the beach. Come join the fun. How? It's easy...it's time to RIDE the SUMMER BEACH BUS! Service starts in midJune and runs through Labor Day from the following areas to Santa Monica State Beach:

- Altadena
- Antelope Valley
- Charter Oak
- *East Los Angeles* - *New this year!*
- La Crescenta/La Cañada Flintridge
- Santa Clarita Valley
- Topanga Canyon/Canoga Park

The Topanga Canyon route also serves the Topanga County Beach and the Will Rogers State Beach.

Starting June 1, you can call toll free (888) 769-1122 or visit www.ladpw.org for more information on individual routes, schedules, and fares.

The Altadena, Antelope Valley, and Charter Oak services are financed by Supervisor Michael D. Antonovich. The La Crescenta/La Cañada Flintridge service is financed by Supervisor Antonovich and the City of La Cañada Flintridge. The Santa Clarita Valley service is financed by Supervisor Antonovich and the City of Santa Clarita. The East Los Angeles service is financed by Supervisor Gloria Molina, and the Topanga Canyon service is financed by Supervisor Zev Yaroslavsky.



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